

## UNDERSTANDING THE SANITATION MANAGEMENT OF THE TOURISM INDUSTRY IN NIGERIA - A REVIEW

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### ABSTRACT

Sanitation is a system that protects people's health. Thus, as tourism institution grows, it involves the complementary efforts of management. Meanwhile, it is a basic function to be effectively and efficiently considered and well managed. However, any tourism organization that needs to remain in business environment must coordinate all concept of sanitation. The hallmark of the study is to examine the idea, principle and significance of sanitation in the industry as it can be practiced. The review of the need for Sanitation Management of the Tourism Industry was carried out through personal observation to determine its significance. Nevertheless, it was observed that Sanitation Management of Accommodation, Water supply, Food service, Recreational facilities in the Industry cannot be ignored. Sanitation is a wholesome service of which management should be very conscious of its concept.

**KEYWORDS:** Sanitation, Institution, Environment and Management

### INTRODUCTION

Pearce (1999) defined Tourism as the relationship and phenomena arising out of the journey and temporary stay of people traveling primarily for leisure and recreation purpose. Thus, people travel away from their various homes because of their trouble, cares and resort in order to relax and soothe their frayed nerves and the need for them to be accommodated, fed and engaged in one form recreational activity.

The issue of sanitation management seems to be very necessary as it foster the regulations as in "saving the environment" which generates great deal of concern and strong feeling. Meanwhile, the purpose is to think about the impact of the environment such as accommodation, water supply, food service and recreational facilities in relation to their stay. Thus, sanitation awareness management at tourism destination will measure the sanitation management of these environments (Okoli, 2001).

Every tourism institution should institute a sanitation measures to eliminate, control tourism related accidents and to deal with those accidents that occur in the management of accommodation, food, service, water supply and tourism facilities as sanitation is refers to as sound, health, clean and wholes services environment and working conditions (Okoli,2001).

Thus, since this concept is concern with the sanitation management, it is necessary to become familiar with the various principle of management as in functions of management in sanitation of tourism institutions and those resources that are involve in the sanitation management.

The objectives of this paper include (1) To examine the Significance of Sanitation Management in the Tourism Industry. (2) To know the Management Responsibility for Sanitation in the Tourism Institution and (3) To know the Functions of Management in Sanitation of the Tourism Institution.

### The Sanitation Management of Tourism Institution Environment

A number of conditions need to be identified in the environment that often associated with tourism. These conditions arise as tourist desire only realizable and sound health in their destinations. It is very essential for tourism

management to achieve these objectives, that is, the need for sanitation management of the environment. Thus, these environments have to be sanitized and prove not deleterious to the health of tourist during their stay (Keiser, 1999)

However, the conditions identified are as follow:

1. The Need for Sanitation Management of Accommodation

Shelter or accommodation is recognize as one of the physiological needs which the tourist is very desperate of during his travel and which must be satisfy before other needs and such accommodation include in hotels, motel, inn and guest house.

It is very necessary for guests to enjoy this service without any threat to their health and safety of these accommodation facilities is expended. This calls for precautions to be taken in managing the accommodation and some of these precautions include buildings should be constructed and equipped in regard to standard of safety to avoid cases of collapsed buildings, to avoid challenge of fire outbreak; all fire equipment, fire signals and fire alarm and fire extinguishers should be in the best operational condition.

Adequate security for life and property of guests should be of serious concerned in the hospitality operations in which case, there must be adequate information booklets on their safety and health tips. Thus, the issue of security lapses should be effectively addressed (Igbojekwe , 2007)

However, as the guests deserves to be accommodated in a very clean, germ – free, well maintained and adequate lit and ventilated accommodation, clean lavatories, uninterrupted water and electricity supply. The sanitation management needs to be extended and cover all aspect of maintenance department and the house keeping department. Therefore, management should encourage uninterrupted sanitary environment above all pleasurable and comfortable environment for tourist to feel at ease (Keiser, 1999).

2. The Need for Sanitation Management of Water Supply

Water is a vital necessity of life needed by the tourist for many purposes such as drinking, bathing, swimming etc. The sources of water may be polluted through industrial, agricultural and mostly community discharge as chemical waste, toxic agents, oil spillages from industries have been found polluting water sources and doing a lot of damages to bodies of water. The agricultural discharge include that of animals dripping, eroded soil, the use of fertilizer and pesticide (Knight and Kotschever, 1999)

Thus, to address the problems mentioned above, the needs for tourism planning and development of sanitation in water supply called for uninterrupted and adequate supply of quality of water for use by the tourist. Meanwhile, characteristic of quality water are odourless, colourless, tasteless and free from adverse substances in order to guard the health of tourists (Igbojekwe, 2007).

Therefore, the management of tourist institutions should ensure steady, treat and adequate quality of water supply that satisfies all the sanitary requirement and guide against acute shortage of water and problems associated with aquatic-invertebrate animals.(Okoli, 2001)

3. The Need for Sanitation Management of Food Service

food may be contaminated when purchased or later by personal, equipment, rodents and insects which will be at risk for the tourists during their stay, good sanitation procedures calls for eradication of these sources under the headings (a)Food protection (b) Facilities/ equipment sanitation and (c) rodents and insect control (Keiser and Kotschever, 1999).

(a) Food Protection

The functions performed in the purchasing of food, storing it, preparing it and serving it should not be isolated in establishing a food sanitation management program. In each case, there is a chance for contamination unless the food is properly handled. Thus, the management has the responsibility for establishing sanitation standard and procedures, and bear the responsibility for seeing that these are carried out to ensure safety of the tourists.

(b) Facilities /Equipment sanitation

To avoid illness of our tourists in their destinations, proper cleanliness and sanitation of the facilities /equipment are important from both the health and aesthetic standpoint.

In tourism institutions, where sanitation is very poor, tourist or guests feel of repugnance and desire to be in a better atmosphere elsewhere. Thus, institution should establish a sanitation programme for achieving proper standard in facilities/ equipment.

(c) Rodents and Insects Control

All rodents and insects must have an habitat to live and the most frequent offenders to human being are rats, mice, flies and cockroaches. In ensuring quality and sanitation in food service area, these animals must be eliminated from the premises and a good program which comprise of basic environmental sanitation should be established.

4. The need for sanitation management of recreational facilities

According to Okoli (2001), Recreation play a significant role in the life of man from the beginning of pre – historic times and its concept are as follow:

(a) Recreation is concerned with various types of activities in which human being are engaged during their leisure (i.e.) activity pursue during one's free time.

Recreation is concerned with those activities that human beings find pleasure and satisfaction (ie) they derive immediate satisfaction, happiness when they participate in such activity.

(c) Recreation is concerned with various types of activities in which the activity itself is the reward (ie) To participate in an activity simply because of the benefit and satisfaction gained from such participation not because of any profit.

(d) Recreation is concern with those activities in which human being engage in voluntarily.

Thus, there is need for sanitation programme that will adequately cover the recreational arena and it facilities. That is the facilities should be clean and maintained for people to use and participate in any activities of their choice without being exposed to health danger. Examples include swimming pools.

Nevertheless, to meet the high standard of environmental safety and quality, it is necessary that when selecting sites for development of tourism facilities, consideration should be given to sanitary design and construction as well as provision of sanitation in water, drainage and waste disposal system.

Management Responsibility for Sanitation

According to Bateman and Zenithal (1990), in tourism institution, there are different responsibilities for maintaining satisfactory sanitary standard as management is responsible for sanitation quality. Meanwhile, Management must provide proper facilities/equipment and resources for maintaining this sanitary standard and they must also establish what standards are to be achieved and how they are to be achieved.

However management must supervise sanitation activities and constantly check on standard achievement, as employers will need instructions and guidance if a good repair and maintenance program must accompany the sanitation program (Keiser, 1999).

Thus, it is essential for tourism institution to meet certain standard of sanitation to be able to operate and such compliance is Federal, State and Local Government policies

Sanitation Management of Resources

According to Okoli (2001), Management in tourism institutions have 3 basic resources to manage namely: personnel, facilities and people (the tourists). Thus an effective sanitation management must address these resources.

Personnel: To avoid ineffectiveness of the entire sanitation programme in the establishment, Personnel is a key resource as the management has the responsibility to recruit sanitation conscious employees. Thus, as sanitation training increases, the probability of good publicity and marketing of these tourist products increase.

Facilities: To guarantee safety facilities to the guests and employees, it is essential to take preventive sanitation measures in management of these facilities. For protection, it is necessary for facilities to be designed for better sanitation and safety.

However, management of facilities should include the following as a focus for sanitation program:

Preventing any act of robbery

Profanation or desecration of reserved places.

Avoid destruction of structures

Preventing visual pollution.

(c) Tourist: Tourist management includes crowd control, vehicle control, security, timing, medical, protocol which must be treated in relation to sanitation to enhance quality delivery services.

Functions of Management in Sanitation of Tourism Institution

1. Planning: Planning is very essential to minimize losses and keep things running smoothly as this involve setting objectives through sanitation programme ahead in preventive and handling any outbreak (Keiser, 1999).

2 Organizing: This aligns the establishment resources to achieve the planned objective such as personnel, facilities. Thus, these are arranged so as to maximize effectiveness, efficiency and productivity; and therefore, sanitation programme should take into consideration of all the resources (Okoli, 2001).

3 Directing: This involve assignment of specific tasks to individual employees; policies, procedures, schedules and standards are the tools that aid managers in directing their employees (Bateman and Zenithal, 1990).

Therefore, it is essential for the management to be conscious of sanitation programme and train their employees about this development.

4 Controlling: Once a sanitation programme is in place, management uses follow – up checks to ensure that the necessary tasks related to sanitation are properly performed that is enforcing the work – performance standard established for each job (Igbojekwe, 2007).

5 Evaluating: When comparing overall results with objectives, it is very important for sanitation program to be evaluated and determined whether it impact meet its objectives and if otherwise, management must take action. Thus, no unsanitary practices should be allowed to prevent the establishment from achieving its sanitation programme and objectives (Bateman and Zenithal, 1990).

## CONCLUSION

As management simply mean getting things done by others. It connotes assigning roles, duties, functions, jobs and responsibility to relevant personnel with the purpose of achieving a specific set of goals.

Thus, no management of any tourism institution can afford to compromise either sanitation or safety or both as they are critical to the success of the establishment. Meanwhile, sanitation and safety need to be planned and techniques involve should be presented as a part of institutions training programme.

However, as sanitation means wholesome services, sound health in the tourism institutions, management should be very conscious of these concepts in mind and operate the establishment by the rules such as look clean, be careful, think safety to protect our tourists or visitors from any hazardous environment.

#### RECOMMENDATION

As sanitation and safety in tourism institutions are the responsibility of every individual employed, they must ensure proper discharge of sanitation and safety measures in order to ensure safety of our guests and their freedom from any sort of accident.

The management of tourism institutions must constantly enforce/implement policies of Local, State and National bodies in respect to sanitary and safety measure.

It is very essential to observe the causes of food – borne illness, the prevention of food – borne illness in relation to food service supply and their responsibilities for sanitation and safety to ensure regular quality of food supply.

The sanitation management should cover all areas such as the accommodation, water supply, food service and recreational facilities discussed to enhance a well and maintained tourism institution.

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